

EMAIL COMMUNICATION FROM DAWN WING RECEIVED AT 14:30 ON WEDNESDAY, 25 MARCH 2020.

Dear Valued Customer,

Please see further updates relating to the lock down period.
Formal communication is still to be distributed by close of business today.

We are prohibited from moving non-essential goods therefore will **not** collect, distribute and deliver non-essential volume during the shut-down period; regardless of whether the customer is an online.

Unfortunately, there will be no exceptions. If a product that at face value appears as non-essential and proof can be provided to Dawn Wing that the product is indeed essential, we will review this on a case by case basis.

Friendly reminder that it is the account holder or merchant's responsibility to check with the relevant authorities as to whether they are allowed to move/sell their products during this period.

Please see schedule for the remainder of the week.:

Collections today (25/03/2020):

- Non-essential freight: Only express freight / ONX for local and main centers should be accepted.
- Essential freight: All essential freight can be collected **today**

Collections Thursday (26/03/2020):

- Non-essential freight: We will not collect any non-essential freight for collection
- Essential freight: All essential freight, regardless of service & destination will be accepted

Freight on floor from Friday 27/03/2020:

- All essential freight will be processed and delivered as normal
- All non-essential freight that is sent on ECON service or sent on ONX, but is not a main centre or local area, will be held back and stored securely. These parcels will then be scanned into safe cages.
- Any freight that we are unsure of will be made a problem parcel. We will verify the receiver and sender as possible essential service providers and try to contact them to confirm that it is an essential product.

Please let me know if you require further assistance.